

Scott and White Health Plan

Type of User:	Health plan	Contact:	Sandra Rutherford Quality Improvement
NCBD Participant:	Yes	Telephone:	254-298-3068
Address:	2401 South 31 st St. Temple, TX 76508	Email:	srutherford@swmail.sw.org

Survey Instruments and Purpose

Survey Instrument	CAHPS Health Plan Survey
Version/Population	<ul style="list-style-type: none"> • Commercial – Adult and Child • Medicare
Addition/Changes to Instruments	
Purpose of Project	<ul style="list-style-type: none"> • Supporting quality improvement projects • Reporting to NCQA's Quality Compass

Survey Administration

Administered Since	1998
Administration mode	Mail with telephone follow-up

Uses of Survey Results

Reporting	This plan reports CAHPS results to the Texas Department of Insurance to meet regulatory requirements. Results are also shared with the plan's quality improvement committees and medical groups.
Quality Improvement	The quality improvement committee reports results to key people specific to their area of responsibility. They then take corrective action on measures that scored lower than desired.
Marketing/Publicity	Scott and White Health Plan has won awards for its performance on CAHPS scores, and has used this for marketing purposes in its member newsletters.

11/23/2004